STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION CUSTOMER SERVICE QUESTIONNAIRE

TR-0164 (REV. 02/01) PERMIT NUMBER

Dear Customer,

Our goal is to provide the best service possible to our customers. Please take a few minutes to complete this questionnaire. Your comments will enable us to see how we are doing overall and any areas which may need improvement.

PLEASE TELL US HOW WE'RE DOING 🔀					
INSIDE THE OFFICE	EXCELLENT	VERY GOOD	GOOD	POOR	
Staff courteous and helpful					
Staff quick and efficient					
Explanations and instructions clear					
TELEPHONE ANSWERING					
Timely response					
Receiving information or answers					
INSPECTION	1	1			
Inspector courteous and helpfull					
Pre-construction meeting set and held in a timely manner					
Inspector at job site frequently					
Inspector able to answer questions and deal with problems					
OVERALL PERFORMANCE					
What would you say is our overall performance?					
Is there a staff person you would like to commend?	STAFF'S NAME:				

COMMENTS:

NAME (Optional)	BUSINESS PHONE NUMBER	DATE
	()	